Mid-Band Ethernet 10M/20M Promo

INFORMATION ABOUT THE SERVICE

Here's a quick summary of all the important bits about your **Mid-Band Ethernet** plan.

It covers things like the length of your contract and how much you need to pay each month.

Minimum Term

The minimum term is **24 months.**

What's Included and Excluded?

Your Internet service includes:

- **1 x Static IP Address**
- **Unlimited Internet Usage** with no peak or off peak restrictions
- **No Excess Usage Charges**

INFORMATION ABOUT PRICING

The monthly charge depends on the zone your service is located in, which is determined by Telstra. It also depends on the access speed you choose:

Access Speed	Zone 1 & 2
4Mbps	$549.00
10Mbps (promo)	($699.00) $459.00*
20Mbps (promo)	($929.00) $579.00*
50Mbps	$1,249.00
80Mbps	$1,549.00

*Promotion pricing expires at 5pm 31st December 2014.

The total minimum amount that you will pay for the length of your 24 month contract depends on the access speed you choose:

Access Speed	Total Minimum Amount
4Mbps	$13,176.00
10Mbps	$11,016.00
20Mbps	$12,696.00
50Mbps	$29,976.00
80Mbps	$37,176.00

You may change your plan once per month. There is a charge of $**350** to change the access speed on your service.

Connection Charge

There is no connection fee for this service if the connection is scheduled for installation during business hours. Should you require installation outside of standard business hours, we will provide a quote.

Early Termination

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) comprised of your minimum monthly commitment multiplied by the months remaining in your contract. You must provide 30 days' written notice to us to disconnect a service.

OTHER INFORMATION

Availability

Mid-Band Ethernet is not available everywhere. Availability depends on a number of factors including whether the necessary equipment is available at the relevant exchange, the length of the cable to the nearest exchange and the quality of the existing copper pairs that the service runs over.

You need available copper lines in order to get Mid-Band Ethernet, but the line must not be active and in use as a PSTN telephone service. In some cases you may not have enough copper lines at your location for the service to work.

Connection Timeframes

Typical installations take 6 and 8 weeks to complete. Timeframes can depend on building management approval and site access.

Ethernet Speeds

Actual speeds you will receive will vary due to a number of factors such as your distance from the exchange, the network connecting the exchange, your equipment, software and internet traffic.

Equipment

You may use your own router provided it is compatible with our service; however this means that you will be responsible for the configuration and management of the router. Ask us for information on approved routers.

Alternatively you may purchase your router from us. If you do purchase a router from us we will support, monitor and manage the router on your behalf. Telair supply Cisco 881 routers at a cost of $749.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

We're here to help

If you have any questions, just call us on **1800 835 247** so we can serve you better or you can visit us at www.telair.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.telair.com.au.
You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at www.tio.com.au.

Internet   Hosted PBX   Ethernet   Mobiles   Landlines